

Read the selection below and answer the questions that follow it.

“What seems to be the problem?” asked the weary voice on the other end of the telephone. 1

“What *seems* ... you mean, what *is* the problem,” Nino stuttered, panic edging into his 2  
voice. He collected himself. “The problem is my printer. My printer is *not working*.”

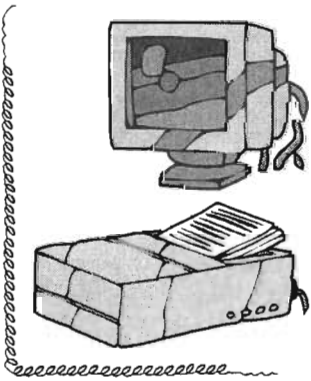
“Is it plugged into the computer?” 3

“Yes,” Nino sighed impatiently. 4

“And is it plugged into the correct port?” the voice droned. 5

“Yes,” Nino answered, a little more emphatically than he needed to. 6

“Is it the port on — ” 7



Nino cut her off, exasperated. “Look, I’m not one of those 8  
people who call you up to ask why my computer doesn’t work  
and it turns out I haven’t plugged it in. I *know* my computer.  
I even *like* my computer. In two years, it has never given me  
any trouble that I couldn’t fix. I know a USB port from a  
SCSI port. I know — ”

It was the voice’s turn to interrupt. “Okay, sir. I get your point. 9  
So you know that — ”

Nino started drumming his fingers on his desk. He imagined 10  
losing all the files on his computer — and he certainly  
couldn’t afford a new one if it came to that. If the diagnosis was fatal —

He realized the voice was waiting for an answer. “I’m sorry. What was that?” 11

The voice sighed. “I asked you if you’d tried reinstalling the files.” 12

“Reinstall the files? What files?” He wondered if, in his reverie, he had missed her telling 13  
him to reinitialize his computer.

“The printer driver files. They’re —” 14

“Oh, those. That was the first thing I tried,” he interrupted, relieved. 15

“Then the problem must be the hardware,” the voice announced. “You might need a new 16  
printer.”

“Oh, no,” Nino wailed. “I won’t have any money for two weeks! How am I going to print 17  
out my essay?”

“Have you tried changing the ink cartridge?” the voice suggested. 18

“Changing the ink cartridge?” Nino felt himself turning red. “What do you mean changing 19  
the ink cartridge?” he whispered. “You can change them?”

**Multiple-Choice** (Record the best or most correct answer on the Student Answer Sheet.)

- 1** The cause of Nino's impatience in paragraph 4 is that
- A his essay is late.
  - B his computer is not working.
  - C he cannot afford a new computer.
  - D he has been asked an obvious question.
- 2** The dashes at the end of paragraphs 7 and 8 indicate the speaker is
- F pausing.
  - G distracted.
  - H frustrated.
  - J interrupted.
- 3** Nino drums his fingers on the desk because he is
- A hurt.
  - B sleepy.
  - C worried.
  - D daydreaming.
- 4** Which of the following will be true if "the diagnosis" for his computer is "fatal"? (paragraph 10)
- F Nino has used the wrong port.
  - G Nino will fail the essay assignment.
  - H Nino will need to purchase new equipment.
  - J A repair person will have to fix Nino's computer.
- 5** The first thing Nino says he tried when his printer wasn't working was to
- A reinstall the printer files.
  - B call for help over the phone.
  - C check if his computer was plugged in.
  - D ensure the printer was plugged into the correct port.
- 6** What conclusion can you draw from the description "Nino felt himself turning red"?
- F He is angry.
  - G He is impatient.
  - H He is embarrassed.
  - J He is panic-stricken.
- 7** How does the call centre technician help Nino?
- A She describes his problem.
  - B She asks questions about his computer.
  - C She makes him reinstall all his old files.
  - D She tells him to turn on the ports for his printer.
- 8** The best explanation for the order of the questions in paragraph 19 is that Nino
- F is panic-stricken.
  - G is not paying attention.
  - H recognizes the solution to his problem.
  - J does not believe the call centre technician.

**Written Answers** (Answer in full and correctly written sentences.)

**9** Using information in this selection, explain the kind of person Nino is.

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**10** Using information from this selection and your own knowledge, explain the qualities of a successful customer service agent who helps people on the phone.

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**Rough Notes**

*Use the space below for rough notes. Nothing you write in this space will be scored.*

**End of Section X. Continue to Section XI.** 

Generic Rubric for Open

Code	Descriptor
B	<ul style="list-style-type: none"><li>• blank: nothing written or drawn in the lined space provided</li></ul>
I	<ul style="list-style-type: none"><li>• response is illegible, off-topic, irrelevant or incorrect</li></ul>
10	<ul style="list-style-type: none"><li>• response indicates minimal reading comprehension</li><li>• response provides minimal or irrelevant ideas and information from the reading selection</li></ul>
20	<ul style="list-style-type: none"><li>• response indicates some reading comprehension</li><li>• response provides vague ideas and information from the reading selection; it may include irrelevant ideas and information from the reading selection</li></ul>
30	<ul style="list-style-type: none"><li>• response indicates considerable reading comprehension</li><li>• response provides accurate, specific and relevant ideas and information from the reading selection</li></ul>

Code 10

9. Using information in this selection, explain the kind of person Nino is.

Nino is an impatient person who seems to think he knows everything about computers. ~~He doesn't like to be asked about~~  
~~his work.~~

Code 20

9. Using information in this selection, explain the kind of person Nino is.

I think Nino is the type of person to get really frustrated and angry and assume he has done everything. He will not take anyone else's advice. He thinks he knows everything and won't admit when he is wrong.

Reading Selection \_\_\_\_\_

Code 10

9. Using information in this selection, explain the kind of person Nino is.

Nino is an impatient person who seems to think he knows everything about computers. ~~He is a person who is very angry and~~  
~~frustrated and angry and assume he has done~~

Code 20

9. Using information in this selection, explain the kind of person Nino is.

I think Nino is the type of person to get really frustrated and angry and assume he has done every thing. He will not take anyone else's advice. He thinks he knows everything and won't admit when he is wrong.

Code 30

9. Using information in this selection, explain the kind of person Nino is.

Nino is a very impatient person. He is also very confident in his abilities. Several times his impatience caused him to interrupt, or insult the call centre technician. He also states that he is well educated in computers, yet does not know to change the ink cartridge.

Code 20

10. Using information from this selection and your own knowledge, explain the qualities of a successful customer service agent who helps people on the phone.

A successful customer service agent should be very polite and kind to the customer. They should try to fix the customer's problem to the best of their ability without being rude or impatient.

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10. Using information from this selection and your own knowledge, explain the qualities of a successful customer service agent who helps people on the phone.

A customer service agent has to be patient with all customer's even if their rude and impatient like Mino. They all have to be understanding ~~and~~ and nice to other's when they have a problem. Finally these people have to be good listeners and problem solvers.

**Short Writing Task** (Answer in full and correctly written sentences.)

**1** What is the best invention in the world today? Explain why you think it's the best.

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**Rough Notes**

*Use the space below for rough notes. Nothing you write in this space will be scored.*

**End of Section III. Continue to Section IV.** 

**EQAO OSSLT**  
**Generic Rubrics for Short Writing Tasks**

Code	Topic Development
B	<ul style="list-style-type: none"> <li>blank: nothing written or drawn in the lined space provided</li> </ul>
I	<ul style="list-style-type: none"> <li>response is illegible, off-topic or irrelevant to the prompt</li> </ul>
10	<ul style="list-style-type: none"> <li>response is not developed or is developed with irrelevant ideas and information</li> </ul>
20	<ul style="list-style-type: none"> <li>response is developed with vague ideas and information; it may contain some irrelevant ideas and information</li> </ul>
30	<ul style="list-style-type: none"> <li>response is developed with clear, specific and relevant ideas and information</li> </ul>

Code	Use of Conventions
10	<ul style="list-style-type: none"> <li>errors in conventions distract from communication</li> </ul>
20	<ul style="list-style-type: none"> <li>errors in conventions do not distract from communication</li> </ul>

**Conventions** refers to grammar, usage, spelling and punctuation.

**Clarification of Descriptors for Conventions**

- **distract:** Reading rhythm is interrupted even if the information can be understood. The reader is as aware of the errors as of the information being communicated.
- **do not distract:** There may be errors, but they do not impede the reader. There is no need to re-read.

## Topic Development

Code 10

1. What is the best invention in the world today? Explain why you think it's the best.

The best invention in the world today is electricity because we make our necessities with it and we now have a much more vibrant world as opposed to 50 years ago.

Code 20

1. What is the best invention in the world today? Explain why you think it's the best.

I think the television is the best (most needed) invention of today because for starters the T.V connects us to the outside world. We could survive without a phone because of mail, and a car because of horses or bicycles.

Code 30

1. What is the best invention in the world today? Explain why you think it's the best.

I think the best invention in the world today is the clock or watches. Clocks and watches provide the time and help keep people organized in their everyday activities that they do. We have a very busy society and without be able to know the time we could end up working long, not sleeping enough, and everything would be out of order. Clocks and watches are very useful. -

## Conventions

Code 10

1. What is the best invention in the world today? Explain why you think it's the best.

cars Because you get to go to were you want to go and it is best <sup>if</sup> if you get a car because you don't need to run or wock it to work So it is best if people get a good car they like to have and drive it around.